

SYSTEM OF AUTOMATED CONFIGURATION OF NETWORK SUBSCRIBERS
FOR BROADBAND COMMUNICATION

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Abstract of the Disclosure

The invention relates to a new system and method for process automation system that allows the conversion of a narrowband consumer Internet user into a broadband (e.g., DSL, ISDN, or Data over Cable) Internet user. In an alternative embodiment, the new system and method is used to configure an original broadband connection. The system includes automation agent software residing on the personal computer that is being configured for broadband communication, and an automation server associated with the manager of the broadband network. The automation agent software guides the user through the steps of testing and ordering the service, automates the configuring of the personal computer for broadband communication, and communicates with the automation server to complete the registration, billing and other administrative processes.

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